MILITARY TRAFFIC MANAGEMENT COMMAND

Account Management Manual

Government Travel Services 7

15 JAN 99

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1. INTRODUCTION

Government Travel Services (GTS) is the automated program for Centrally Billed Accounts (CBA) management. This automated program is used in the Defense Travel Regions (DTRs) contracted by the Military Traffic Management Command. This automated program is designed to charge passenger transportation costs (air & rail), reconcile transactions, verify and certify in accordance with regulations & laws, and finally pay for the services rendered. This process involves the traveler, the Commercial Travel Office (CTO), the Charge Card Vendor (CCV), the Account Manager (AM), and the Designated Paying Office (DPO).

Under current DTR Contracts, the CBA's are managed by the transportation office. Account management involves tracking the status of accounts, to include posting of government remittance and CTO discount payments to the account by the CCV. The AM is responsible for ensuring all accounts balance and ensuring the CTO makes an accurate, timely discount payment in accordance with the DTR contracts. If for any reason the AM cannot complete his or her duties in accordance with the prompt payment act requirements, an alternate AM should perform actions.

This document is written as an instructional manual, and is intended to assist Centrally Billed Account Managers in understanding and performing account management bill reconciliation and bill certification. The Travel Services Branch of the Military Traffic Management Command (MTMC) developed this manual. The GTS process and procedures are provided as part of the Commercial Travel Office program managed by MTMC.

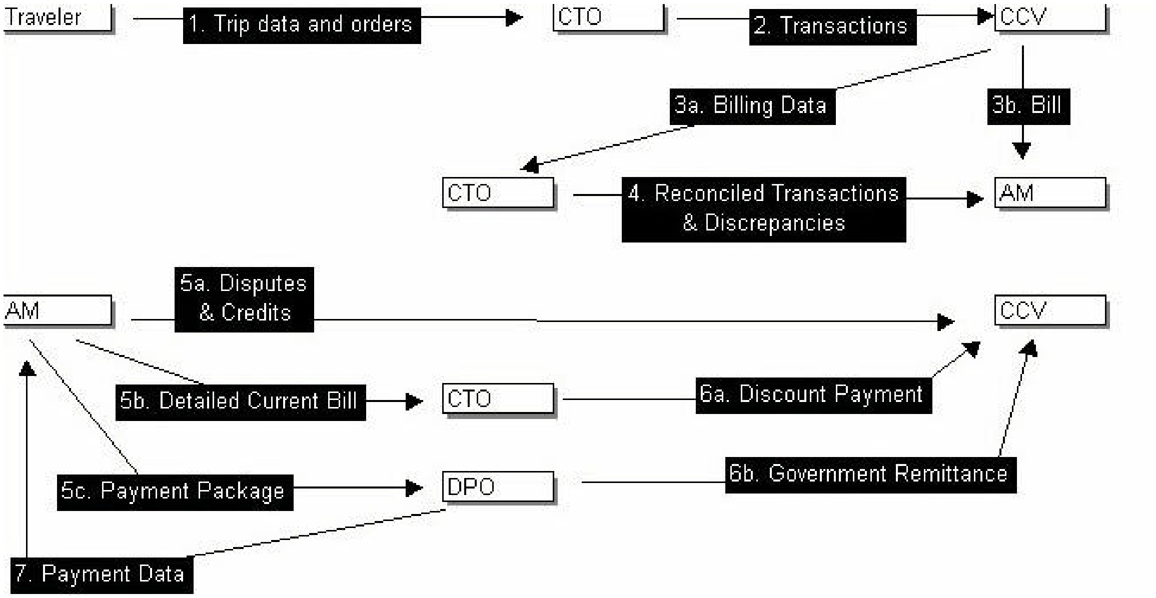
Please send any comments, concerns, or suggestions to travel@baileys-emh5.army.mil via electronic mail.

1.1 Acronyms

AM	Account Manager
CCV	Charge Card Vendor
CDR	Contract Discrepancy Report
CTO	Commercial Travel Office
DCB	Detailed Current Bill
DISC	Discrepancy
DOV	Dispersing Office Voucher
DPO	Designated Paying Office
DTR	Defense Travel Region
EAGLS	Electronic Account Government Ledger System
EFT	Electronic Fund Transfer
GTS	Government Travel Services
I/I	Itinerary / Invoices
MEPS	Military Entrance Processing Station
MTMC	Military Traffic Management Command
PAC	Previously Applied Credit
PPA	Prompt Payment Act

2. THE PROCESS

The numbered flowchart corresponds with the numbered steps on page 3.


Traveler
1. Trip data and orders
CTO
2. Transactions
CCV
3a. Billing Data
3b. Bill
CTO
4. Reconciled Transactions & Discrepancies
AM
AM
5a. Disputes & Credits
CCV
5b. Detailed Current Bill
CTO
6a. Discount Payment
5c. Payment Package
DPO
6b. Government Remittance
7. Payment Data

2.1 Description

Each step of this process is explained in detail below. The numbered process steps shown on the previous page correspond with the numbered process descriptions listed below.

1. Traveler takes trip data to the Commercial Travel Office (CTO).

Trip data consists of the travel requirements and travel order data. All trip data is stored at the CTO. Authorization to travel is the Travel Order itself, which is given to the CTO.

2. Upon receipt of orders, the CTO issues the tickets and other related documents. CTO transmits ticketing and cost data to CCV.

3. CCV bills government.

3a. Electronic billing data transmission to CTO.

3b. Hard copy monthly account statement to AM.

4. The CTO sends the reconciled transactions and discrepancies (unmatched transactions) to the AM on a disk, which is accompanied by supporting documents (Travel Order, Itinerary / Invoice, Credit Memo and discrepancy report when necessary).

5a. The AM sends disputes (unidentified or invalid transactions) to the CCV.

5b. The AM sends a copy of the DCB to the CTO to request the discount amount to be paid.

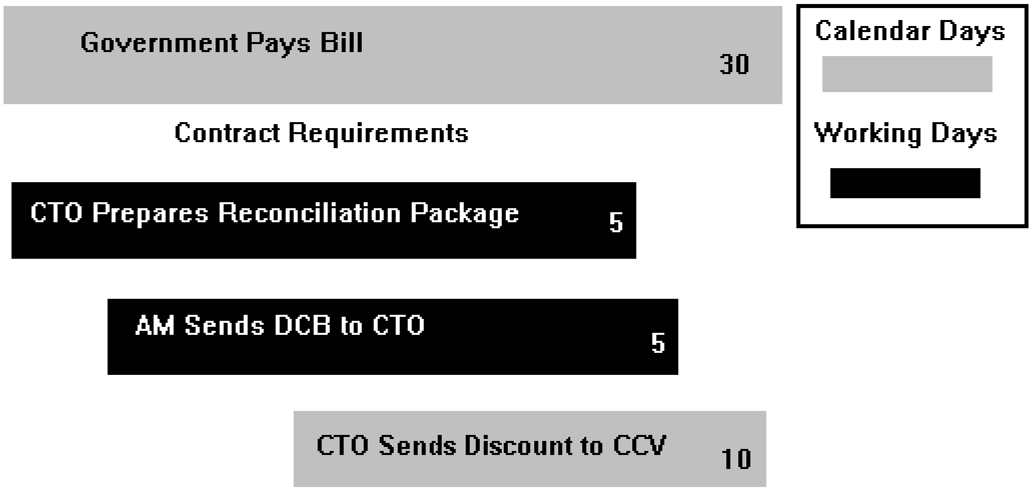
5c. AM forwards DCB, Disk, and travel order, I/I and SF 1034 to the DPO.

6a. CTO forwards discount payment to the CCV. This will appear on the monthly account statement as "payment, thank you."

6b. DPO transmits the government's payment to the CCV. The government payment will appear on the monthly account statement as "government remittance."

7. DPO sends a copy of the payment data to the AM (a copy of the voucher issued by the government to pay the amount owed to the CCV). If you do not receive a copy, notify your servicing DPO.

2.2 Prompt Payment


Government Pays Bill
30
Contract Requirements
CTO Prepares Reconciliation Package
5
AM Sends DCB to CTO
5
CTO Sends Discount to CCV
10
Calendar Days
Working Days

PPA requirements begin when the AM receives and date stamps the CCV monthly account statement (also referred to as a bill or invoice). If not date stamped, the PPA will begin with invoice date. The Government has a total of 30 **calendar** days to pay the CCV monthly account statement. In accordance with the CTO contract, the CTO has five **working** days from receipt of hard copy bill to reconcile the CCV monthly account statement. The AM then has five **working** days from receipt of reconciliation package to send the DCB to the CTO (to facilitate the discount payment). The CTO sends the discount payment to the_CCV to be received by the 10th calendar day following receipt of CDB from AM. The DPO forwards net payment to the CCV NLT the 30th calendar day from the PPA cycle.

NOTE:

1. Day statement is received is day 0, next day is day 1 of PPA cycle (DOD 37-1)

2. The CTO is not obligated to pay the contract discount, if DCB is not provided. Therefore use of GTS program is mandatory to ensure the government receives the contracted discount amount.

3. STEP BY STEP PROCEDURES

The following steps will explain the GTS automated program as it applies to the AM.

3.1 Refund Pending File

Establish and maintain a refund pending file for ticket refund receipts/log for each account. The CTO will provide ticket refund receipts/log to the AM. The ticket refund receipts/log purpose is to notify the Government that it has a pending credit. These receipts are to be discarded when the credit for which the receipt was issued appears as a regular or previously applied credit. If your ticket refund receipts/log are not appearing as credits, contact your CTO. Keep a separate folder for each CCV account. Purge those files every sixty days to ensure refunds are kept current.

3.2 The GTS Program

The program is designed to aid in the verification of the CTO's reconciliation package, and expedite the payment of the CCV monthly account statement.

3.2A. Installation

Insert disk in drive (A or B). At C: prompt, type a:install to install from the A drive, type b:install to install from the B drive. The following screen will appear on the monitor:

```
GOVERNMENT TRAVEL SERVICES V 7.0 Release 1

 Install Files onto Drive  :C
                     Path  :\GTS7

 Add Path to PATH Statement
   in AUTOEXEC.BAT File    :No   Yes  No

 Change CONFIG.SYS File    :No   Yes  No
   Set number of FILES to  : 60
   Set number of BUFFERS to: 30

 Install Entire Automated program    :Yes  Yes  No
   Install Selected Files  :Yes  Yes  No
```

Press the enter key to select each entry. When all options are selected, a dialog box will open indicating the directories and files being created. This may take a few moments.

Next, a message will appear at the lower left of the screen:

```
INSTALLATION COMPLETED!
```

Note: This is a one-time requirement.

```
C:\>
```

3.2B. *A Word on Windows*

This is a **DOS** program. It will run under Windows 3.x. A note for **Windows NT and Windows 95** users: This is a 16 bit program. To print you will need your technical support/help desk to run the net use command on lpt1 (net use lpt1 \\server\printer). This command may need to be typed in capital letters.

3.3 Receipt of the Charge Card Vendor's Bill

Upon receipt of your CCV Bill **date stamp** immediately. This starts the thirty calendar day Prompt Payment Act requirements. Record the stamped date in your account status log. **Notify the CTO** that you have received the bill. The CTO has 5 working days to provide the AM the reconciliation package.

Note: If the bill is not date stamped, the invoice date will be used as the date of receipt for payment purposes.

3.4 Receipt of the Reconciliation Package from CTO

The reconciliation package from the CTO should consist of a delivery slip, discrepancy transaction report, a disk containing charges, discrepancies, credits, and three copies of Itinerary/Invoices & Orders in ticket number sequence.

3.4A. *The Delivery Slip*

Immediately sign & date, the delivery receipt and forward to CTO (Facsimile, Hand Carry). This is a tool to assist in tracking the workflow of the package. Ensure date of receipt is entered into your account status log. The delivery slip is not a contract requirement.

3.4B. *Itinerary/ Invoices & Travel Orders*

You will receive three separate sets of I/I. When you are ready to verify the data on the CTO disk, you will match the data on the disk to these Itinerary/Invoices & Travel Orders. One set will be retained for the AM, the other two sets will be sent to your DPO, unless the DPO specifies otherwise. Ensure all copies of the I/I and orders are contained in the DPO package.

3.4C. *Running the Software*

Ensure you are signed into a printer. Start your computer and go to the C:> prompt. Change directories to GTS7 by typing CD GTS7. The screen should look like this:

```
C:\GTS7>
```

Type GTS7 and press [Enter]. The program will now run.
The next screen you will see will be the Security Log-In System.

3.4D. Security Log-In

SECURITY LOG-IN SYSTEM

Log-In Name ______________________

Type **gts** and press [Enter].

The screen will change to the following:

SECURITY LOG-IN SYSTEM

Log-In Name ______________________

Secret Password ______________________

Type **gts** and press [Enter].

3.4E. Office Name

Initial Installation

Registered User: ___________________________

The registered user is the title of your office. The software will only request this information once.

3.4F. Invoice Data

The next screen will prompt you to enter CCV monthly account statement data. The following information is required: credit card number (account number), invoice date (statement date), date received (the date stamp date), and the invoice number (the CCV invoice number).

Credit Card Number	Invoice Date	Date Received	Invoice Number
4486-1600-000X-XXXX	01/01/2000	12/25/1999	0000XXX00000X

The menu in the lower left corner offers the following options: **accept** the action you have entered (program inputs data entered), **retry** your input (allows you to enter the data again, and correct typos, etc.), or **cancel** the action completely (return to the previous screen). This information can be viewed or corrected at **F7** at any time.

```
Action
Accept
Re-Try
Cancel
```

3.4G. Adding Worksheet Data

Use the amounts from the CCV Invoice. Enter the new charges, other debits, and other credits. The software will calculate the amount due.

New charges refer to the purchases and other charges on the CCV invoice.

```
Purchases..:       0.00    plus Other..:     0.00  -
Credits....:       0.00  = Amount Due:       0.00
```

Purchases (new charges) plus other (other debits) minus credits equals the amount due. This information can be viewed or corrected at **F6** at any time.

3.4H. The Main Menu

```
GTS Main Menu - Transportation
1. Load File - Transportation
2. Edit Menu - Transportation
3. Reports Menu
4. Export Data to Floppy Disk
5. Import Data from Floppy Disk
6. Reindex all files in Automated program
```

3.4I. Loading the CTO Data

To load the CTO data, choose the first option on the main menu, Load File - Transportation.

Insert the CTO disk into your A or B drive as appropriate. This will begin the loading process.

```
Drive You Are Loading From:   A

Drive To Install Data Disks:  C
```

Choose yes to begin loading the data from the CTO, or choose no to cancel the loading process.

```
Begin Installation ?
Yes
No
```

During the loading process five reports print. They are 1) the GTS missing information report; this explains errors in the CTO data, 2) the debit/credit report listing all transactions in ticket sequence, 3) a discrepancy report, 4) previously applied credits, and 5) a summary worksheet.

3.5 Verification of the Reconciliation Package

Verification consists of four major parts which are: 1) identifying the discrepancy items, and taking appropriate action; 2) checking GTS missing information report for missing data; 3) confirming the critical financial data that becomes the DCB; and 4) examining the Previously Applied Credits.

The account manager is responsible for verification of the following:

1) Social Security Number 123-43-5678

2) Travel Order Number MT0045 (capture the last 6 characters)

3) Appropriation (APPN) 2192020

(If there is a dot in the APPN, disregard the dot and capture the next four characters following the dot. If there is not a dot, only verify the first 7 characters).

4) Document Reference Number BRO5678MT0045

The document reference number contains the first three letters of the last name, last four of the SSN and travel order number (If the reference number appears on the orders, it must be captured. If reference number does not appear on the travel order, DO NOT CREATE).

5) Fiscal Station 028113 (always 6 characters)

If there is an “S” at the beginning of the fiscal station, replace with 0.

If you see chronic CTO errors, the COR should submit a **Contract Discrepancy Report** to the MTMC Contracting Officer.

3.5A. Credits Explained

Credits are used as the method for the Government to collect amount owed to it by the CCV. These amounts may first appear as ticket refund receipts. When the credit surfaces on the CTO Disk, the ticket refund receipt should be discarded.

3.5A.1. Regular

A regular credit is a credited amount in which all involved parties agreed. (CCV, CTO, and AM). In the GTS software regular credits are identified with **R**.

3.5A.2. Advanced

You have taken the credit in advance of it appearing on a CCV monthly account statement. CTO will include a copy of the credit memo and travel order with the reconciliation. In the GTS software advanced credits are identified with **A**. Recommend credits **not** be deleted.

3.5A.3. Previously Applied

A previously applied credit is a former advance credit that now appears on the CCV monthly account statement. In the GTS software, previously applied credits are identified with **P**.

3.5A.4. Airport

An airport credit occurs when a passenger changes a ticket at an airline ticket counter and the new ticket issued is a lesser amount than the original ticket. The CTO will provide with the reconciliation package, a copy of the original ticket invoice for all CTO identified airport credits. Airport credits not identified with the CTO ticket number must be disputed to the CCV. In the GTS software airport credits are identified with **M**.

NOTE: The CTO will **not** provide a copy of a travel order for airport credits. The AM is responsible for researching the reconciliation where the original ticket was billed and locate the travel order. The AM will need to make 3 copies and include the travel orders in the reconciliation where the airport credits appear.

3.5B. Editing Records

3.5B.1. Step 1

If no discrepancies appear, no further action is required with the discrepancy file. If there are discrepancies, highlight item 1"edit discrepancy records" and press enter (see view of screen in paragraph 3.5C). This will bring you to the "edit discrepancy record file", check discrepancy transaction report to assist in resolving discrepancies. If the transaction is valid, discount amount must be provided by CTO, and discount amount must be entered in the record. Verify and correct accounting data, enter in status block, highlight "added" and press "enter" (see 3.5D for status flags). If an item is to be disputed, highlight the record, highlight CCV, press "enter" and then highlight "accept". If discrepancy action is a late fee, in the status block, highlight "late fee" and press "enter" and "accept".

Note**:**

1. **Never Dispute a Late Fee**
2. **Ensure credits are entered w/ a minus sign**

3.5B.2. Step 2

Highlight Item 2 "process discrepancy file" and press enter. This action will ensure that changes are processed.

3.5B.3. Step 3

Highlight item 3 "edit current GTS records" and press enter. Verify travel order number and I/I for each transaction. Match I/I to each GTS record. To view the record, verify the highlighted data. If data is correct, use arrow key to move to the next record. Press" enter" to edit the highlighted record, if changes are necessary. The account manager is responsible for verification of the following: **1) Social Security Number, 2) Travel Order Number, 3) Appropriation, 4) Document Reference Number (if the reference number appears on the orders) and 5) Fiscal Station.** If records are changed, highlight "change" and then "accept". In the event, a transaction is charged to this account in error, you may dispute this by highlighting "CCV" and "accept". Once completed hit “esc” and this will send you back to the main menu. In addition, AM must dispute to CCV in hard copy or electronically through EAGLS (see EAGLS manual).

3.5B.4. Step 4

Highlight item 4 "process current GTS records" and press enter to make your editing change permanent. This action will ensure that changes are processed.

3.5B.5. Step 5

View Item 5 " previously applied file" and compare to former advanced credit reports to ensure accuracy. When the previously applied credit (identified with a "P") appears on the CTO disk, the ticket refund receipt should be discarded. If you have advanced credits (identified with a "A", 60 days or older) that have not appeared as previously applied, request CTO research why they have not appeared as previously applied credit. Press "Esc" to return to main menu.

3.5B.6. Step 6

Highlight item 3 from the main menu to "print each report". Press "enter"

Select 1 to print "DCB" (printed in ticket sequence order)

Select 2 to print "advanced credit and dispute report"

Select 3 to print "current bill by name" (alphabetized listing, optional).

Press "escape" to return to main menu.

3.5B.7. Step 7

Highlight item 4 in the main menu.

Select "export data to blank formatted disk."

Export 1 disk for the Account Manager's record.

Export 2nd disk for the DPO.

Note: Be sure the disk you are exporting to is **blank**, and **formatted.**

3.5C. A View of the Screen

The bottom of your screen has a row of instructions which identifies different function keys**: insert** allows you to insert a record; **delete** key deletes the highlighted record**; enter** selects the highlighted record to view it in it's entirety; **page up, page down, home**, and **end key** all move the highlight up and down the list; and **escape** returns you to the previous menu. To edit a record, highlight it, and press **enter**. This is an example of a screen displayed:

```
+---------------------------------------------------------------+
¦           Edit Discrepancy Records Received from CTO          ¦
¦---------------------------------------------------------------¦
¦ Air Code   Ticket No.   Passenger's Name                      ¦
¦   001      1199414070   RALIENT/W                             ¦
¦---------------------------------------------------------------¦
¦ Credit Type    Ticket Amount  -  Discount Amount = Net Amount ¦
¦       D             -220.00              0.00         -220.00 ¦
¦---------------------------------------------------------------¦
¦   Appropriation    43 Column Free Format Accounting Data      ¦
¦    Accounting      Document Reference Number                  ¦
¦       Data                                                    ¦
¦
¦---------------------------------------------------------------¦
¦    FSN        SSN       Order No.   Invoice Date    Status    ¦
¦                                       950306                  ¦
+---------------------------------------------------------------+
```

Edit the necessary data. When finished, be sure to use the appropriate status flag. Note: If you are adding a record be sure to include a **discount** amount obtained from your CTO.

HOT KEY INFORMATION

F1	Help
F3	Manual (manual for software)
F4	Calc (calculator)
F5	Ph Bk (phone book)
F6	$ Amt (dollar amount from CCV invoice)
F7	CCV # (CCV account number, billing date, date of receipt of bill and Invoice number)
F8	DOS (returns you to DOS)

F10 Search (enables you to select a record by ticket number, passenger name, APPN acct, FSN or SSN) When you search by passenger name, hit "esc" and it will return the information to ticket sequence.

3.5D. Status Flags

CHANGE - Record has been changed

A change has been made to the record

NO CHG - Record requires no change, however edited

Record viewed but not changed.

ADDED - Record is being added

A new record added to the GTS file.

CCV - Record is to be disputed to charge card vendor

Puts items on the dispute report.

CHECK - Record needs further investigation

A reminder to further investigate.

LATE FEE - Record is a late payment to the CCV

For marking late payment penalties.

3.5E. Discrepancies

Investigate all discrepancies. Action must be taken on discrepancy items. Options include disputing invalid transactions, adding discrepancies to the DCB after correction, marking late fees, etc. If discount amount is not entered, or incorrectly entered at time of “adding discrepancy record” you may make changes as long as the record has not been “processed”. If the record has been processed as an added record, you cannot re-enter the record and add the discount amount. You must delete the record and re-enter all information. The discount amount must be entered prior to the “processing” step. To add a record to GTS, utilize the "insert" key. In the status block highlight "add" and press "enter" and "accept".

3.5F. GTS Missing Information Report

Action must be taken to correct all missing information, social security number, travel order number, appropriation, document reference number, and fiscal station. This report is used to ensure all corrections are made.

3.5G. Previously Applied Credits

Since previously applied credits are former advanced credits, you need to check to ensure that last month’s advanced credits are appearing as previously applied credits. If not, check with your CTO.

3.5H. Printing

To print the reports simply choose number three from the main menu, Reports Menu.

Select 1 to print "DCB" (printed in ticket sequence order) used by the AM, DPO, & CTO.

Select 2 to print "advanced credit and dispute report" used by the AM & CCV.

Select 3 to print "current bill by name" (optional) used by the AM only.

3.5I. Sample Form Account Status Log

This form can be used to keep track of account status. Included in the appendix are the following: a blank form suitable for photocopying, instructions for completing an account status log, and a sample of a completed account status log.

3.6 A Note on Record Keeping

The AM must keep the following in the transportation office:

- One copy of the DCB, parts one and two.
- One exported disk per reconciliation.
- A copy of the CCV invoice.
- The CCV monthly account statement.
- Each disk from the CTO.
- A set of I/I & Travel Orders.
- The CCV dispute form.
- One advanced credit report.
- *Alphabetical listing of ticketed passengers.

*Recommended

If you are using the Modern Army Record Keeping System, we suggest you use:

FN: 37-1e

Title: Financial statements and schedules

Authority: GRS 7, Item 4b and GRS 6, Item 1a

Disposition: Consolidated statement of transaction reports: Destroy after six years, three months.

3.7 Reporting with the Software

The GTS software will allow you to print reports for your record keeping use. The software also can be used for reindexing.

3.7A. Exporting

From the main menu, select Item 4, Export Data to Floppy Disk. You will see:

```
GTS - EXPORT FILES MODULE


Drive That Have Export Files From:  C
Disk Drive  Export Files To:        A/B
```

The GTS files you worked with are on your hard drive C (or the drive you installed the software to). You can export to either a 3.5 or a 5.25 floppy disk for your DPO. Be sure the disk you are exporting to is blank, and **formatted**.

3.7B. Importing

You may need to import data (option 5) from a disk you have previously exported. This function would be used to make changes to an exported disk.

Example: If the CTO misplaces the DCB, and you have not maintained a copy for your records, you will need to import the data from the exported disk, go to option 3 "reports menu" and print a copy of the DCB.

```
GTS - IMPORT FILES MODULE


Drive You Are Installing From:      A/B
Drive To Install Data Disks:        C
```

3.7C. Reindexing

This is a rarely used feature of the software. Reindexing is a maintenance feature to the automated program. Use when the files loaded from the CTO disk become corrupted, revisions are not appearing, etc. To use this feature from the main menu. Choose option six, Reindex all files in System.

3.8 Distribution of Work

This section explains the distribution of the reconciliation package.

3.8A. The Commercial Travel Office

AM sends entire DCB (**contract requirement**) to the CTO. This report must be forwarded to the CTO within **five working days** of receipt of the reconciliation package to facilitate the payment of the discount in accordance with the Prompt Payment Act.

3.8B. The Charge Card Vendor

The CCV receives one document from the AM, which is the **dispute form**. (See appendix for copy of form)

3.8B.1. The Dispute Form

The CCV will provide a form to be used for disputes. Complete this form using your dispute report. Fax this form to the CCV on the same day you forward the DCB to the CTO or file electronically utilizing EAGLS. **AM must make a hard copy of electronic dispute screen for AM's historical record.**

Note: Disputes will be shown on next month's discrepancy report. No further action will be required until resolved by CCV. Once resolved, CTO will provide required documentation and discount amount. The AM will enter information as as “added” record. See page 11 Step 1 to add records.

3.8B.2. The Advanced Credit Report

This report is for the AM file.

3.8C. The Designated Paying Office (DPO)

On or before the fifteenth day after the CCV bill was received by the AM, the following will be forwarded to the DPO:

- Entire first page of the CCV invoice
- Copies of all Itinerary/ Invoices & Travel Orders.
- Detailed Current Bill (DCB).
- CCV Invoice
- Standard Form 1034 (3 copies).
- Exported (verified) GTS data disk (not the CTO data disk).

Note for **MEPS** locations: A disk is not required for Navy, Marine Corps, Air Force, or Coast Guard DPOs.

Allow fifteen calendar days for the DPO to produce the payment voucher for the CCV. If you do not receive a copy, notify your servicing DPO.

In the future, this information will be available on the Internet.

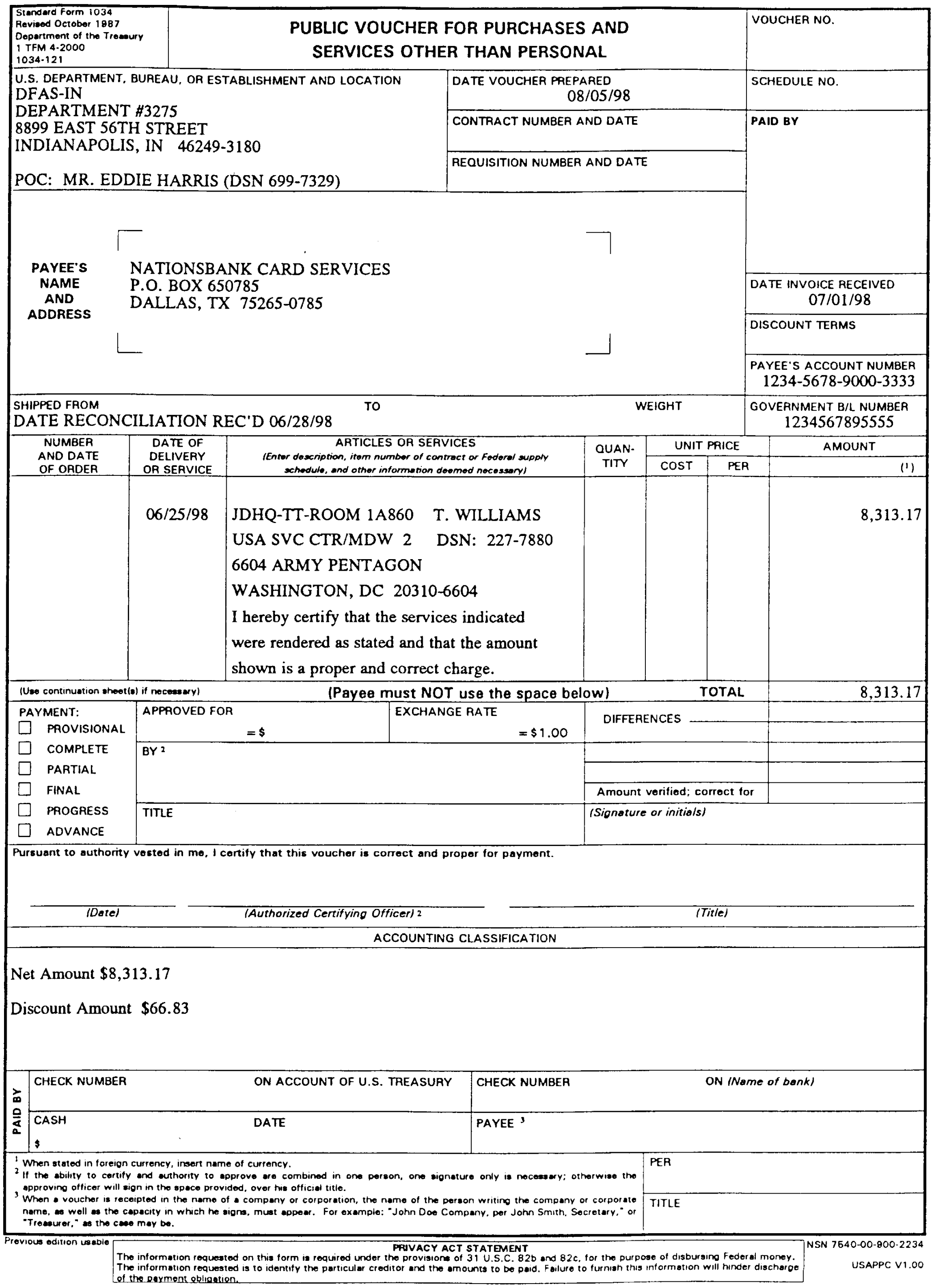
3.8C.1. Standard Form 1034

For each CCV account, prepare a SF 1034 and provide the original and two copies to your Finance office, retain one copy for your records.

Include the following on the form.

The numbers correspond to notes on sample form found on the next page.

1. mailing address of DPO
2. date SF 1034 is sent to DPO
3. CCV mailing address (address on CCV bill)
4. date CCV bill received
5. CCV account number (charging number)
6. invoice number (block government B/L number)
7. date reconciliation package received from CTO
8. statement closing date
9. AM address, point of contact, and phone number
10. net amount approved for DPO payment to CCV (total amount owed - discount amount = net amount)
11. services rendered statement (signature of AM required)
12. net amount (amount to be paid by the government)
13. the discount amount (amount to be paid by the CTO)



Standard Form 1034
Revised October 1987
Department of the Treasury
1 TFM 4-2000
1034-121

PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL

VOUCHER NO.

U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION
DFAS-IN
DEPARTMENT #3275
8899 EAST 56TH STREET
INDIANAPOLIS, IN 46249-3180

POC: MR. EDDIE HARRIS (DSN 699-7329)

DATE VOUCHER PREPARED 08/05/98

SCHEDULE NO.

CONTRACT NUMBER AND DATE

REQUISITION NUMBER AND DATE

PAID BY

PAYEE'S NAME AND ADDRESS
NATIONSBANK CARD SERVICES
P.O. BOX 650785
DALLAS, TX 75265-0785

DATE INVOICE RECEIVED 07/01/98

DISCOUNT TERMS

PAYEE'S ACCOUNT NUMBER 1234-5678-9000-3333

SHIPPED FROM	TO	WEIGHT	GOVERNMENT B/L NUMBER
DATE RECONCILIATION REC'D 06/28/98			1234567895555

NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES *(Enter description, item number of contract or Federal supply schedule, and other information deemed necessary)*	QUANTITY	UNIT PRICE COST	UNIT PRICE PER	AMOUNT (1)
	06/25/98	JDHQ-TT-ROOM 1A860 T. WILLIAMS USA SVC CTR/MDW 2 DSN: 227-7880 6604 ARMY PENTAGON WASHINGTON, DC 20310-6604 I hereby certify that the services indicated were rendered as stated and that the amount shown is a proper and correct charge.				8,313.17
(Use continuation sheet(s) if necessary)		(Payee must NOT use the space below)		TOTAL		8,313.17

PAYMENT:
☐ PROVISIONAL
☐ COMPLETE
☐ PARTIAL
☐ FINAL
☐ PROGRESS
☐ ADVANCE

APPROVED FOR =$

EXCHANGE RATE =$1.00

DIFFERENCES

BY [2]

Amount verified; correct for

TITLE

(Signature or initials)

Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.

(Date) *(Authorized Certifying Officer)* [2] *(Title)*

ACCOUNTING CLASSIFICATION

Net Amount $8,313.17

Discount Amount $66.83

PAID BY

CHECK NUMBER	ON ACCOUNT OF U.S. TREASURY	CHECK NUMBER	ON *(Name of bank)*
CASH $	DATE	PAYEE [3]	

PER

TITLE

[1] When stated in foreign currency, insert name of currency.

[2] If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the space provided, over his official title.

[3] When a voucher is receipted in the name of a company or corporation, the name of the person writing the company or corporate name, as well as the capacity in which he signs, must appear. For example: "John Doe Company, per John Smith, Secretary," or "Treasurer," as the case may be.

Previous edition usable

PRIVACY ACT STATEMENT
The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.

NSN 7540-00-900-2234

USAPPC V1.00

4. APPENDIX

4.1 Account Status Log

	Date / Amount	Type
Invoice number		
Account number		
Account title		
Statement closing date		Date
CCV bill received		Date
CCV bill total amount owed		$
Reconciliation package received from CTO		Date
CTO discount to CCV		$
DPO pays CCV		$
Total owed to CCV		$
DCB to CTO		Date
Disputes / Advanced Credits to CCV		Date
Requirements to DPO		Date
DPO pays CCV		$
Date DPO paid CCV according to DPO		Date
Actual amount paid to CCV		$
Late fee amount		$
Date CTO discount payment posted by CCV		Date
Date DPO payment posted by CCV		Date
CTO payment amount posted by CCV		$
DPO payment amount posted by CCV		$

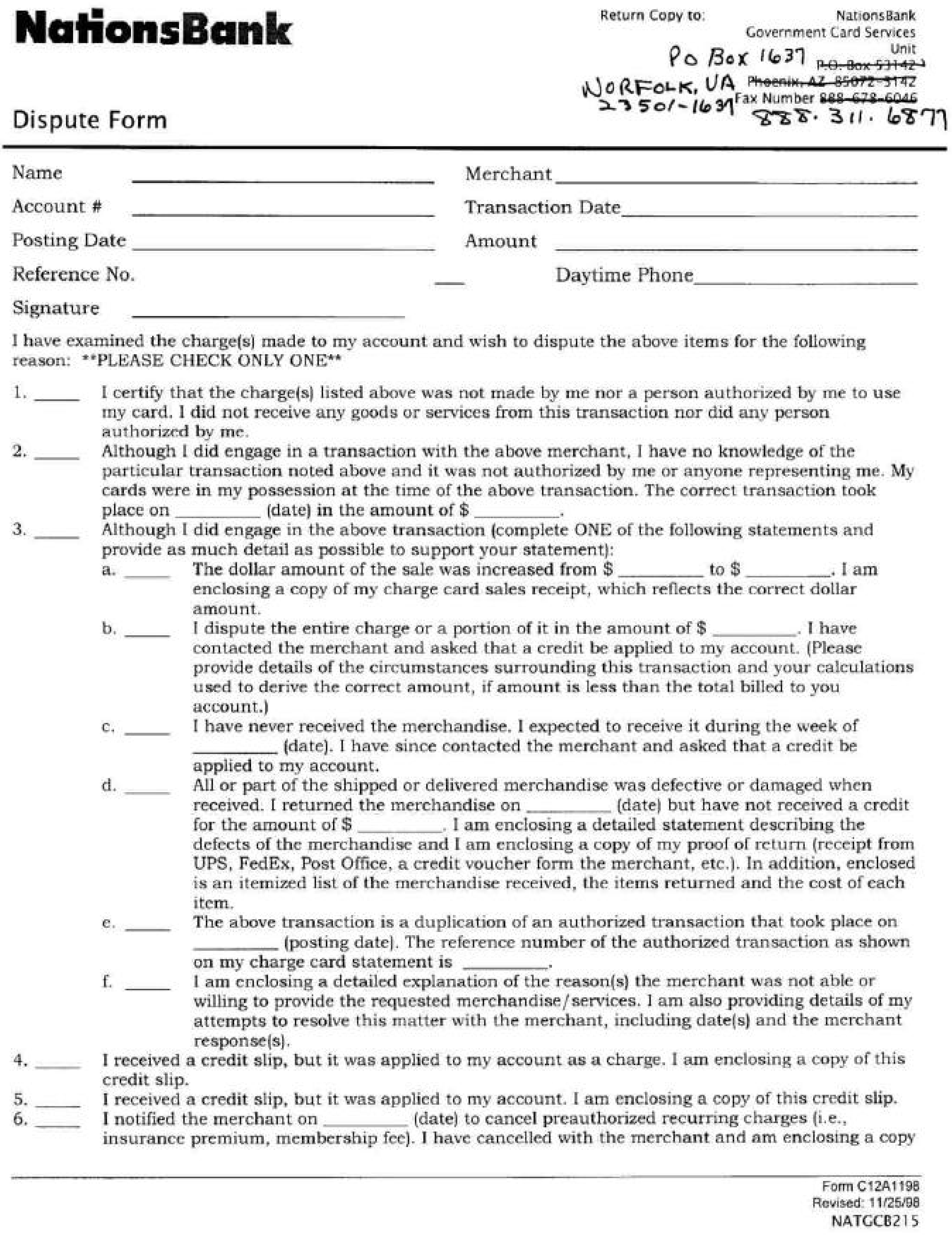
Notes:

Account Status Log: The log allows you to track the progress of each bill. This will give you a clear indication of account timeliness. This will afford you the ability to rectify a problem before it becomes chronic. The log also allows you to track the payment as it is posted to each account. This will give you a clear indication of an account status. The objective is to have all accounts as close to current as possible. This device will help you troubleshoot out of balance accounts. A blank form for photocopy is included in the appendix. The following items explain the use of the form:

1. Invoice number
2. Account number, charging number (4486-...)
3. Account title or name of group using account
4. Statement closing date is found on the CCV bill
5. Date the CCV bill received, the date stamp date (see receipt of the CCV bill)
6. Total amount owed to CCV (CTO discount + DPO payment) according to the CCV bill
7. CTO reconciliation package received by AM
8. CTO discount amount to CCV
9. DPO payment to the CCV
10. Total owed to the CCV
11. Date you sent the DCB to the CTO
12. If you have disputes or advanced credits, record the date sent to the CCV
13. Date reconciliation package is forwarded to DPO
14. Net amount DPO pays CCV, (CCV total owed - CTO discount amount)
15. Date DPO sent payment to CCV (this date will only be available, if you receive a SF 1034 with the DOV number from the DPO)
16. Actual amount DPO sent to CCV, (this amount will only be available, if you receive a SF 1034 from the DPO)
17. Amount of any late fees paid
18. Date CTO discount payment posted by CCV
19. Date DPO payment posted by CCV
20. Amount of CTO discount actually posted by CCV
21. Amount of DPO payment actually posted by CCV
22. Any other information you may want to keep track of

	Date / Amount	Type
Invoice number	1234567891234	
Account number	4486-0000-0000-0000	
Account title	FORSCOM	
Statement closing date	5 JAN 98	Date
CCV bill received	8 JAN 98	Date
CCV bill total amount owed	$1,500	$
Reconciliation package received from CTO	15 JAN 98	Date
CTO discount to CCV	$150	$
DPO pays CCV	$1,310	$
Total owed to CCV	$1,460	$
DCB to CTO	16 JAN 98	Date
Disputes / Advanced Credits to CCV	16 JAN 98	Date
Requirements to DPO	20 JAN 98	Date
DPO pays CCV	$1,310	$
Date DPO paid CCV according to DPO	30 JAN 98	Date
Actual amount paid to CCV	$1,460	$
Late fee amount	$0	$
Date CTO discount payment posted by CCV	26 JAN 98	Date
Date DPO payment posted by CCV	9 FEB 98	Date
CTO payment amount posted by CCV	$150	$
DPO payment amount posted by CCV	$1,460	$

Notes:



NationsBank

Return Copy to:
NationsBank
Government Card Services
Unit
Po Box 1637 ~~P.O. Box 53142~~
NORFOLK, VA ~~Phoenix, AZ 85072-3142~~
23501-1637
Fax Number ~~888-678-6046~~ 888.311.6877

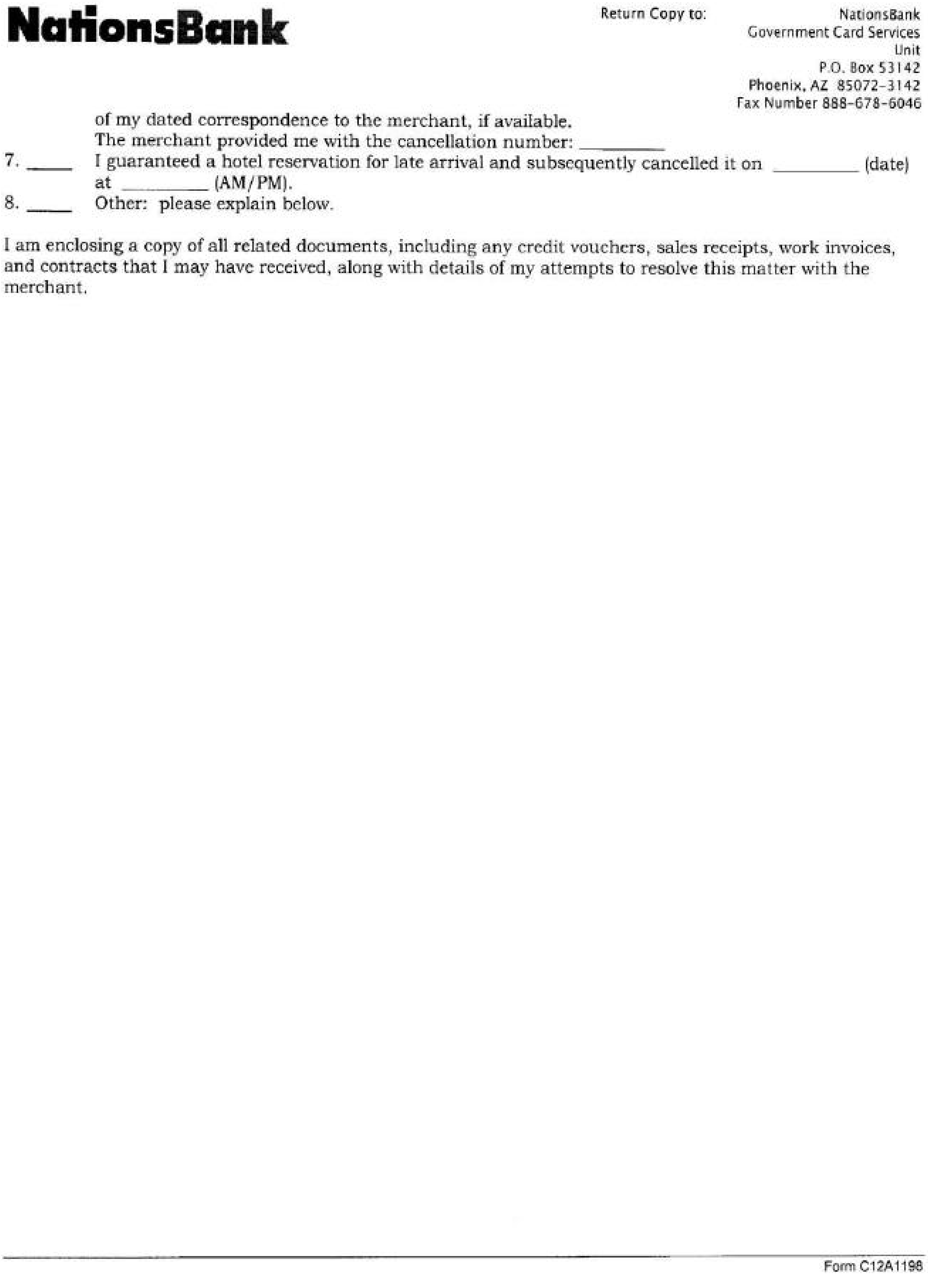
Dispute Form

Name _______________ Merchant _______________
Account # _______________ Transaction Date _______________
Posting Date _______________ Amount _______________
Reference No. ___ Daytime Phone _______________
Signature _______________

I have examined the charge(s) made to my account and wish to dispute the above items for the following reason: **PLEASE CHECK ONLY ONE**

1. _____ I certify that the charge(s) listed above was not made by me nor a person authorized by me to use my card. I did not receive any goods or services from this transaction nor did any person authorized by me.
2. _____ Although I did engage in a transaction with the above merchant, I have no knowledge of the particular transaction noted above and it was not authorized by me or anyone representing me. My cards were in my possession at the time of the above transaction. The correct transaction took place on _________ (date) in the amount of $ _________.
3. _____ Although I did engage in the above transaction (complete ONE of the following statements and provide as much detail as possible to support your statement):
    a. _____ The dollar amount of the sale was increased from $ _________ to $ _________. I am enclosing a copy of my charge card sales receipt, which reflects the correct dollar amount.
    b. _____ I dispute the entire charge or a portion of it in the amount of $ _________. I have contacted the merchant and asked that a credit be applied to my account. (Please provide details of the circumstances surrounding this transaction and your calculations used to derive the correct amount, if amount is less than the total billed to you account.)
    c. _____ I have never received the merchandise. I expected to receive it during the week of _________ (date). I have since contacted the merchant and asked that a credit be applied to my account.
    d. _____ All or part of the shipped or delivered merchandise was defective or damaged when received. I returned the merchandise on _________ (date) but have not received a credit for the amount of $ _________. I am enclosing a detailed statement describing the defects of the merchandise and I am enclosing a copy of my proof of return (receipt from UPS, FedEx, Post Office, a credit voucher form the merchant, etc.). In addition, enclosed is an itemized list of the merchandise received, the items returned and the cost of each item.
    e. _____ The above transaction is a duplication of an authorized transaction that took place on _________ (posting date). The reference number of the authorized transaction as shown on my charge card statement is _________.
    f. _____ I am enclosing a detailed explanation of the reason(s) the merchant was not able or willing to provide the requested merchandise/services. I am also providing details of my attempts to resolve this matter with the merchant, including date(s) and the merchant response(s).
4. _____ I received a credit slip, but it was applied to my account as a charge. I am enclosing a copy of this credit slip.
5. _____ I received a credit slip, but it was applied to my account. I am enclosing a copy of this credit slip.
6. _____ I notified the merchant on _________ (date) to cancel preauthorized recurring charges (i.e., insurance premium, membership fee). I have cancelled with the merchant and am enclosing a copy

Form C12A1198
Revised: 11/25/98
NATGCB215



NationsBank

Return Copy to:

NationsBank
Government Card Services
Unit
P.O. Box 53142
Phoenix, AZ 85072-3142
Fax Number 888-678-6046

of my dated correspondence to the merchant, if available.
The merchant provided me with the cancellation number: ________

7. _____ I guaranteed a hotel reservation for late arrival and subsequently cancelled it on ________ (date) at ________ (AM/PM).

8. _____ Other: please explain below.

I am enclosing a copy of all related documents, including any credit vouchers, sales receipts, work invoices, and contracts that I may have received, along with details of my attempts to resolve this matter with the merchant.

Form C12A1198